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SUBJ/MYNAVY CAREER CENTER BETA LAUNCH//

RMKS/1. On 24 September 2018, MyNavy Career Center (MNCC) Beta goes live 24/7 the foundational element and initial step towards a modern tiered service delivery model that will improve the quality of Human Resource (HR) services (career planning, personnel, pay and training) we provide to Sailors and their families. MNCC will simplify HR tasks while reducing administrative burden, so Sailors can focus on what is most important - warfighting, mission and enjoying a better life-work balance.

2. The components of our HR service delivery capability that we are bringing together in MNCC Beta are MyNavyPortal (MNP) (Tier 0), the MyNavy Career Center (MNCC) contact center (Tier 1) and the cadre of subject matter experts (SME) who provide career planning and pay and personnel support (Tier 2) to Sailors today. At Tier 0, MNP provides a single point of entry for Sailors to get accurate information about the many different programs and services available to them. MNP also provides a location where Sailors can go to initiate an HR action, like a personnel action request, or submit a personnel information update/correction. These online services are available 24/7 and mirror the kind of service support we experience and come to expect in other facets of our daily lives. At Tier 1, contact center agents will provide a central clearing house for information requests, many they can answer directly. SMEs will provide the contact center agents with information they can share with Sailors, freeing up SMEs to process requests and work complex cases that require more individual attention. Service requests will be tracked to completion and monitored to ensure timely and accurate responses are provided. At Tier 2, detailers and personnel and pay professionals can better focus on more complex transactions, allowing routine calls to be handled by Tier 1 contact center agents.

3. Starting 24 September 2018, the MNCC Contact Center will have 200+ agents standing by supporting around-the-clock operations, ready to respond to Sailor questions and requests for help across the globe. Sailors, retirees and dependents can all use the MNCC contact center. Service requests can be started through a phone call, an email or through MNP - all of these channels will be connected to the same contact center for resolution and tracking.

4. These Sailor-centric self-service capabilities augment but do not replace the need for direct command leadership engagement on behalf of their Sailors. Command authority and action are still the drivers for most career actions. Command Pay and Personnel Administrators remain the most important and most direct link between commands and supporting personnel offices. MNP and MNCC contact center will be in place to augment and support the services currently provided by your supporting personnel office.

5. We strive to make it easier for you to conduct pay and personnel transactions with more responsive customer service. More than ever, we need our fighting force to focus on becoming more lethal and ready, and believe these HR improvements will help remove a few distractions along the way to getting us to that end. To assist us, we need constructive feedback on how we are doing, so please try out the new capabilities through MNP and MNCC. We look forward to serving and hearing from you.

6. In the coming months, you can expect release of a mobile version of MNP that is accessible without use of a Common Access Card. For now, MNP continues to operate through our dated personnel IT systems. Next year, you will see vastly improved, faster service and more features as we transition to a modern system.

7. MyNavy Career Center can be contacted via phone at 1-833- 330-MNCC (833-330-6622) or via e-mail at askmncc(at)navy.mil. Also additional information can be found at my.navy.mil.

8. This NAVADMIN will remain in effect until superseded or canceled.

9. Released by Vice Admiral R. P. Burke, N1.//

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